Task Order 56 - Integrated Technical Architecture (ITA) Management

Monthly Metrics Based Service Target Report

Period Ending: 06/30/01

Integrated Technical Architecture (ITA) Management
Deliverable 56.1.4g

Executive Summary

Period Ending 06/30/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
1.0	Response Time - High		90%	100%	2
1.1	Response Time - Medium		90%	100%	1
1.2	Response Time - Low		90%	100%	3
	Other Service Metrics				
1.3	Service Reporting Delivery		7	n/a	n/a
1.4	Resolution Quality		90%	100%	4
1.5	Help Desk Accuracy		90%	n/a	n/a
	Help Desk Metric				
1.6	Request Volume				6

Monthly Highlights

1. Migrate SFANet from server E14 to servers E10 and E12.
2. Fixed Interwoven deploy template to reflect new deployment server names.
3. Researched Autonomy fixes for the IFAP application.
4. Resynched Autonomy servers E7 and E15 so server contents are identical.
5. Market the VDC Road Map to different forums within SFA and Mod Partner through different presentations.
6. Created an OLA with the VDC for development and testing environments.
7. Track all Modernization IT Projects and their environment requirements.
8. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.

(Please see Appendix A for detailed explanations of each metric)